

## The Brimington Surgery

### PATIENT PARTICIPATION REPORT 2011/12

#### INTRODUCTION

All practices are required to produce and publicise a Patient Participation Report each year. This document seeks to summarise the results of the survey which was undertaken, and the action plan which was agreed to implement change.

#### PROFILE OF MEMBERS OF THE PATIENT PARTICIPATION GROUP (PPG)

Our PPG meetings are open to all members of the practice. Consequently we do not have a fixed number of members of the group, but on average there are approximately twelve attendees. These include two members who represent our patients at Elmwood House, Hollingwood (residential home for adults with moderate/severe learning disabilities).

In addition to our face-to-face meetings, we also have a virtual patient reference group, comprising of patients who are unable to attend meetings but wish to be kept up to date via email, and are also happy to be contacted on a regular basis for their views. Currently we have sixty members of this group.

Our current patient profile is as follows:

REGULAR PATIENTS IN MAR 2012.

Age groups	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+	Totals
Males	408	400	371	467	609	468	426	319	152	28	0	3648
Females	379	396	383	464	560	404	475	341	214	51	1	3668

#### Recorded ethnicity:

<b>White British/White Irish:</b>	<b>96.6%</b>
<b>Asian/Asian British:</b>	<b>0.5%</b>
<b>Chinese:</b>	<b>0.5%</b>
<b>Black/Black British:</b>	<b>0.8%</b>
<b>Not stated:</b>	<b>1.6%</b>

The profile of our Patient Participation Group and Virtual Patient Group is as follows:

PPG members 2012												
Age groups	16-25	26-35	36-45	46-55	56-65	66-75	75+					Totals
	2	0	8	14	16	22	12					74

**Male: 22**  
**Female: 52**

<b>Ethnicity: White British/White Irish:</b>	<b>94%</b>
<b>Black/Black British:</b>	<b>2.8%</b>
<b>Other:</b>	<b>2.8%</b>
<b>Not stated:</b>	<b>1.4%</b>

## **PUBLICITY OF PPG AND VIRTUAL PPG**

**We have attempted to recruit members to both groups via the following methods:**

**Posters and display in waiting rooms  
Information on practice website  
Posters within local community  
Information on church news sheet  
Information on repeat prescription email responses  
Information on right hand side of prescription  
Word of mouth by clinicians  
Personal invitation by letter to nursing homes and residential homes**

## **OPENING HOURS**

**The practice is open as follows:**

<b>Monday – Friday</b>	<b>8.00 a.m. to 6.30 p.m.</b>
<b>Wednesdays</b>	<b>6.30 p.m. – 8.00 p.m. (one week in every four)</b>
<b>Thursdays</b>	<b>6.30 p.m. – 8.00 p.m. (three weeks in every four)</b>

## **OUR SURVEY**

**The practice conducted an in-house survey during October 2011. The content of the survey was discussed with the Patient Participation Group at the August meeting and questions were agreed.**

**The survey measured opinion in the following areas:**

- Methods of booking appointments**
- Ease of seeing the doctor of your choice**
- The reception area**

**All patients who attended our main flu clinic in October were invited to complete a survey, as well as any patients attending the surgery during one week in October. A link to the survey was also placed on our website for online completion. All members of the virtual patient group were contacted by email and invited to complete the survey.**

**The results of the survey were collated and presented to the Patient Participation Group on 9 November 2011. Following discussion with the Patient Participation Group an action plan was agreed.**

## **PUBLICATION OF THE REPORT**

**This report and action plan will be published on the practice website. It will also be available in hard copy on the practice noticeboards. The report and action plan will be sent to all members of the PPG and virtual PPG.**

## **SURVEY RESULTS**

**333 responses**

**39 online responses**

**129 responses from flu clinic**

**168 responses from general surgery sessions**

### **Question 1. How would you prefer to book your appointments?**

<b>By telephone</b>	<b>60%</b>
<b>In person via reception</b>	<b>25%</b>
<b>On the internet</b>	<b>15%</b>

**Of those answering the survey online, 59% would like to be able to book appointments via the internet.**

### **Question 2. How easy is it to see the doctor of your choice?**

<b>Very easy</b>	<b>4%</b>
<b>Usually easy</b>	<b>32%</b>
<b>Difficult</b>	<b>41%</b>
<b>I can never see the doctor of my choice</b>	<b>3%</b>
<b>I don't mind who I see</b>	<b>20%</b>

### **Question 3. For a new medical problem, are you happy to see the next available GP?**

<b>Yes</b>	<b>79%</b>
<b>No, I prefer to wait to see my usual GP</b>	<b>21%</b>

### **Question 4. In the reception area can other patients hear what you say to the receptionist?**

<b>Yes, but I don't mind</b>	<b>61%</b>
<b>Yes, and I'm not happy about it</b>	<b>16%</b>
<b>No, other patients cannot overhear</b>	<b>7%</b>
<b>Don't know</b>	<b>16%</b>

## **DEMOGRAPHICS OF RESPONDENTS**

### **GENDER**

<b>Female</b>	<b>63%</b>
<b>Male</b>	<b>37%</b>

### **AGE**

<b>Under 25</b>	<b>6%</b>
<b>25-44</b>	<b>19%</b>
<b>45-64</b>	<b>28%</b>
<b>65-74</b>	<b>31%</b>
<b>Over 75</b>	<b>16%</b>

### **ETHNIC BACKGROUND**

<b>White British</b>	<b>333</b>
<b>White Irish</b>	<b>1</b>
<b>Other</b>	<b>1</b>

## **ACTION PLAN**

**Priority areas were discussed with our Patient Participation Group and the following action plan was devised.**

- 1. To organise trial of online appointment booking. Practice Manager to contact software suppliers (EMIS) to implement.**
- 2. Practice to evaluate and adjust availability of appointments based on demand/urgency to increase access to GP partners. Practice also to discuss implications following resignation of Nurse Practitioner, ie same day appointments/children seeing a regular practitioner (although it is acknowledged that there would be knowledge and training issues for doctors).**
- 3. Changes to reception layout are required to improve access. Practice to look into costs involved in extension/alteration to reception area to include privacy area for confidential discussions. PPG members to be involved in discussions re any new design.**